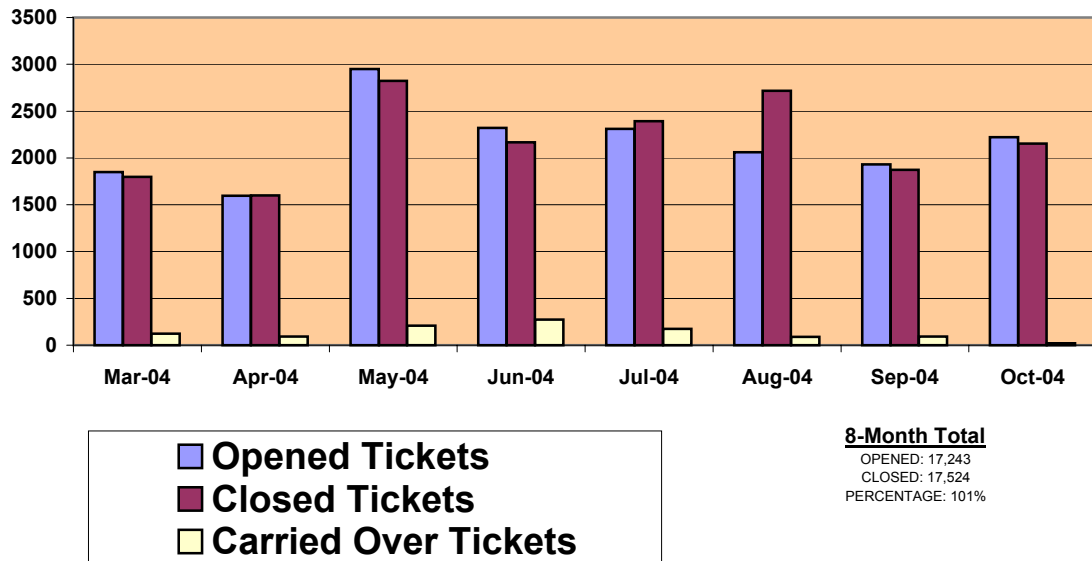
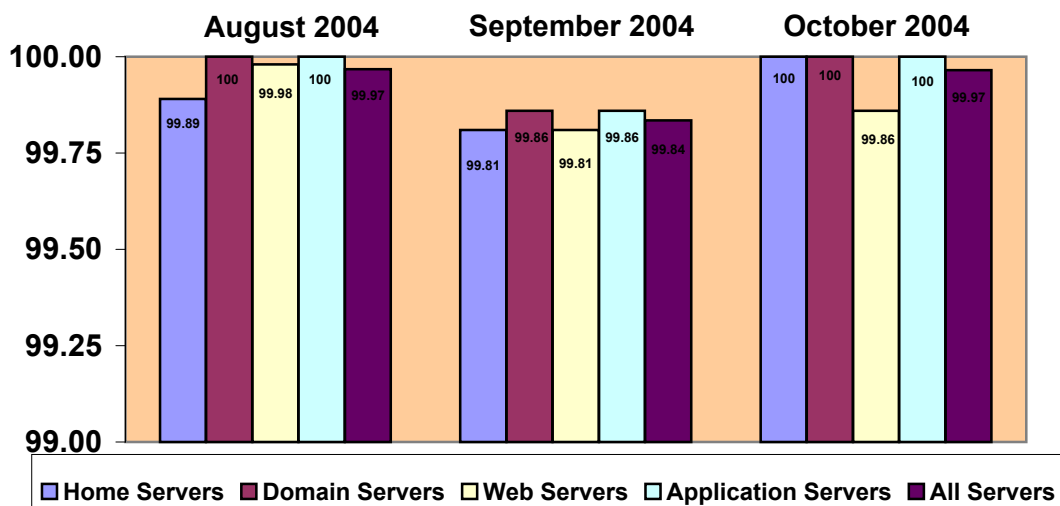


Remedy Statistics (Monthly Service Tickets)

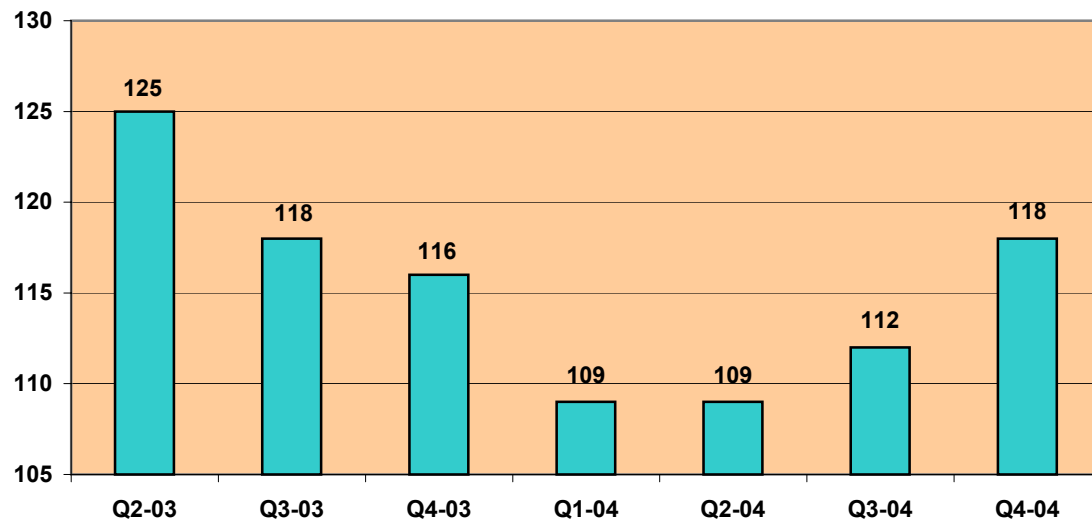


Server Availability (Percentage)

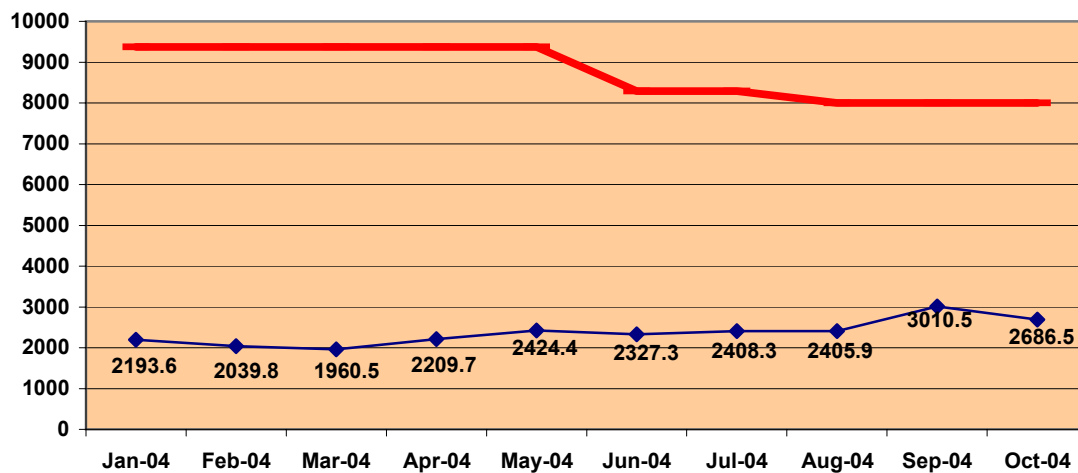


Metrics are based on the availability of these servers
 from Monday through Friday (7:00AM to 6:00PM each day)!

Server Count Metric
(Total Number of Servers in the OD Domain)

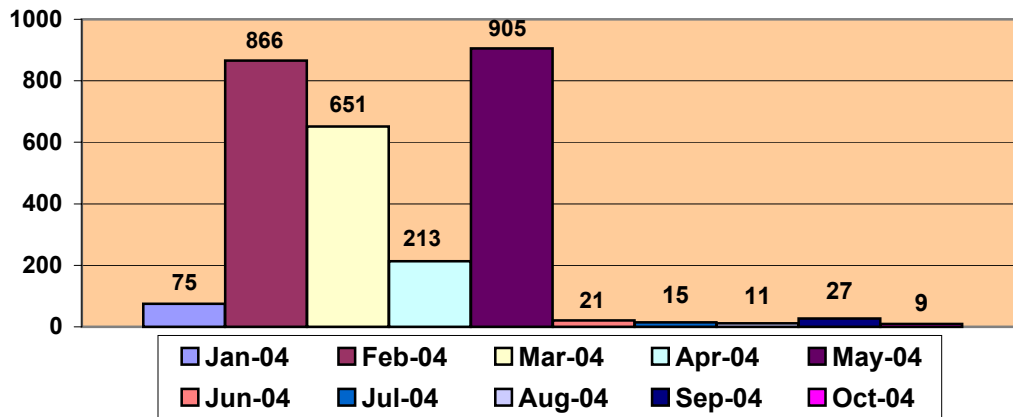


Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)



—◆— Total — Capacity

Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.